

# Managed Services Policies

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The article explains Managed Services policies in place here at Infinite Campus.

## Testing and Update/Refresh Policies

1. If an update request to staging is for the same version or less than production and sandbox the update will not be completed.
2. If an update request to production is for a version newer than the staging site, the staging site will also be updated to that version. Because both sites will be updated, the request may take up to twice as long to complete. To minimize the impact on the timing for the production update, it is possible to schedule the staging site to a Campus Version before requesting it in production.
3. Only auto-update approved updates and refreshes will process over the weekend. Manual updates and refreshes, including Cloud refreshes, are not completed Saturday or Sunday, they will be processed the next business day (Monday – Friday, 4:00pm – 11:59pm CST).

## In-District Server Management

- Infinite Campus owns and maintains Infinite Campus owned servers.
- Infinite Campus reserves the right to use the administrator login name and change its password at any time.
- The localadmin account (on in-district hardware) is used for setting up the server only and will be deactivated after 30 days.
- Monitoring ports described in the Firewall and Web Filter Rules document must be open as specified in the documentation.
- Any access by districts (to the server) must be requested and granted by Infinite Campus and individual accounts will be created for users after submitting a server request form.
- At any time Infinite Campus will make necessary security changes to their servers to conform to SOC security standards. The security of the servers is our primary concern, we will make every attempt to notify districts of these changes which may occasionally impact district user access.
- No additional software may be installed.
- No SMB shares may be configured, (permanent or transient), mapped drives, shared folders or files.
- Server must not be joined to a customer domain.
- No connected peripherals (Printers, USB drives, external HDD, etc.)
- Windows firewall must be on and configured
- iLO enabled and functional (requires additional network connection)
- Customer is responsible for physical security of the server and local configuration of their edge firewall to open appropriate ports to the server(s).

## Campus Maintenance Windows:

When security updates or operating system patches are required, maintenance will be performed on Wednesdays from 3:00 a.m. to 5:00 a.m. district time.

Campus Cloud districts have a maintenance window of Thursday mornings for the automatic SIS update. This maintenance runs from 12:30 am - 3:30 am district time.

When maintenance is required, a dedicated window from 9:00 PM to 11:59 PM Central time on the first and third Friday of our Campus SIS four-week release cycle will be utilized.

This maintenance window is designed for support applications that are used by our customers' staff and includes the following applications:

- Campus Community
  - CampusID
  - Production Documentation and Learning Content ([content.infinitecampus.com](https://content.infinitecampus.com))
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